

Arden Estate Action Plan

Glen Oaks
HOUSING ASSOCIATION



Working together to make our communities thrive

The purpose of the Estate Action Plan is to clearly identify how the Association will deliver an excellent and responsive local service in your estate.

Our aim is to:

- ✓ Listen to your feedback from the recent tenant satisfaction survey carried out by Research Resource and our quarterly Estate Walkabout Surveys.
- ✓ Identify and prioritise the issues that matter most to residents in Arden.
- ✓ Promote opportunities for you to get involved through Estate Action Groups or our tenant scrutiny group, GO Improve.
- ✓ Communicate which estate management services Glen Oaks provides, which issues should be reported to other agencies, and what responsibilities residents have.
- ✓ Provide every household in Arden with a copy of this Estate Action Plan.

Your feedback from this year's satisfaction survey



94% of tenants believe
Arden is a good place to live

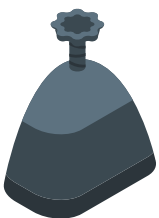


95% of tenants are satisfied
with our management of the estate

We are delighted to see that satisfaction with our management of the Arden Estate has improved significantly, rising from 82% last year to 95% this year.

Arden concerns

Last year, litter and fly tipping were highlighted as serious concerns, while dog fouling was identified as a minor concern. This year, no issues were identified as serious concerns. Litter, fly tipping and dog fouling remain minor concerns, but the number of tenants identifying these issues has reduced significantly:



20% - Litter
(reduced from 40%)



9% - Fly tipping
(reduced from 9%)



11% - Dog fouling
(reduced from 28%)

In addition, no tenants reported poorly maintained gardens as a concern this year, compared with 9% last year.

These improvements demonstrate that our commitment to more frequent estate inspections, better communication about local issues, and increased staff visibility within our communities is making a positive difference. We are particularly pleased to see the positive impact of our dedicated Estate Co-ordinator, Kathryn Quigley, whose ongoing work with residents and partner agencies is helping to make Arden a cleaner, safer and more attractive place to live.

What You Told Us Through Our Estate Walkabout Surveys



Thank you to everyone who took part in our Estate Walkabout Surveys over the last year. Your feedback helps our Estate Co-ordinator focus inspections on the issues that matter most to residents and work with partner agencies to address concerns.

"Fly tipping rubbish everywhere."

"The bins are beyond a joke."

"Massive issues with rats and fly tipping."

Over the last year, we have worked closely with Glasgow City Council to address problems around bin hubs, secure additional bin capacity in hotspot areas and target environmental issues through our estate inspections. While there has been an improvement, we know concerns remain and we will continue to monitor problem areas, raise issues with GCC and encourage residents to report concerns through the MyGlasgow app so they can be dealt with quickly.

We have continued to monitor affected areas and raise concerns with Glasgow City Council where environmental conditions may be contributing to pest problems. We will keep a close eye on reported hotspots and encourage residents to report sightings directly to GCC so action can be taken as quickly as possible.

"People parking at bin hubs, making it dangerous for everyone and impossible for buses to pass."

We have continued to report concerns identified during estate inspections and work with Glasgow City Council and traffic wardens to highlight problem areas. As a result, traffic wardens have visited the area more regularly and a number of parking tickets have been issued. We will continue to promote considerate parking and report concerns where enforcement action may be required.

Focus Area:

Kilbeg Terrace - tenants in Kilbeg Terrace continue to highlight concerns about litter, overflowing bins, rats and dog fouling.

Last year, we invited residents to discuss these issues and explore ways to improve the area together. As these concerns continue to be raised, we will make

a renewed effort during 2026/27 to engage with residents, focus inspections on the issues that matter most and work with partners to identify practical solutions that support a cleaner, safer neighbourhood.

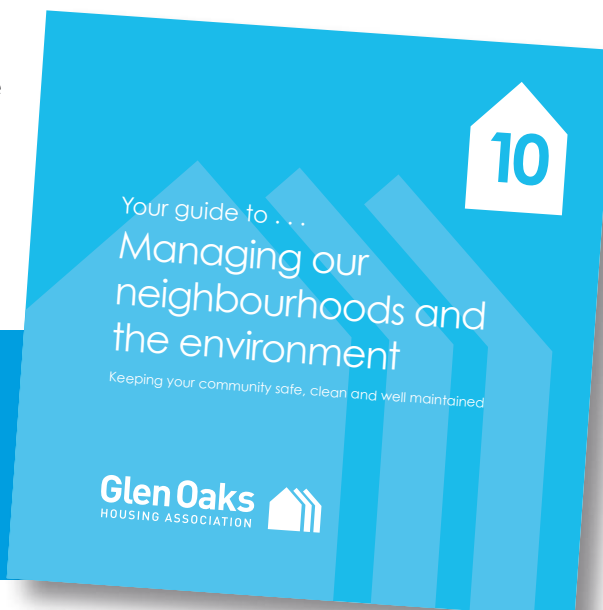
Want to help improve Kilbeg Terrace? Contact go@glenoaks.org to find out more about getting involved in a local community group.



Working Together to Improve Arden

Everyone has a role to play in keeping Arden a great place to live. If you spot a problem, please report it to the appropriate service as soon as possible. You can find out more about responsibilities for reporting environmental issues in our **Managing Our Neighbourhoods and Environment** booklet.

You can also help us improve services by taking part in surveys and joining our quarterly Estate Walkabouts. Your feedback helps us focus on the issues that are most important to local residents.



New Community Group for Arden

This year, we hope to support the creation of a Registered Tenant Organisation (RTO) in Arden. This independent group will represent local residents and seek funding opportunities to invest in projects and services that benefit the wider community. If you are interested in getting involved, we would love to hear from you.

Their first meeting is on **Wednesday 7 October at 5.30pm** – come along and get involved!



Glen Oaks has a designated Estate Co-ordinator, Kathryn Quigley, who focuses on Estate Management issues. Contact her on: 0141 620 2751 (direct line) or Kathryn.quigley@glenoaks.org.uk

Our 2026-27 Plan for Arden

We want to act on the issues that are important to you and make sure our future investments plan in the area meet your expectations and preference. Based on the feedback we have received via the triannual survey, rent consultation results and considering our budgets, over the next year we will:

No	Action to be taken	Target date
1.	Carry out joint Estate Inspections with Kathryn (our Estate Coordinator) and Tenancy Services Officers for each patch in Arden. This will ensure inspections are planned and that you know when we'll be in your area. Each street will be visited at least four times a year.	August, November, February & May
2.	Promote our estate visits a week in advance via social media, SMS, and email. We'll encourage tenants to join us and raise any concerns or areas they'd like us to inspect.	August, November, February & May
3.	Share outcomes from inspections , including issues identified, good tenancy practices, and agreed actions, through our quarterly newsletter and social media.	Autumn Edition
4.	Host Community Litter Pick events four times a year – in September, December, March, and June .	September, December, March, and June
5.	Consult you on our new Neighbourhood & Environmental Strategy to gather information on your priorities and get your feedback on our estate management services. This will include proposals for backcourt improvements and review of the bulk uplift service.	September 2026
6.	Issue Estate Satisfaction Survey to gather your feedback on our estate management services. Your feedback will shape the Annual Arden Estate Action Plan and inform our budget planning.	February 2027
7.	Issue the Close Cleaning Survey to gather feedback on the new contractor and enhanced specification. We will also promote the QR code in every close which allows live feedback to be given on the service at any time.	August 2026
8.	Celebrate good neighbours through our annual Good Neighbour Awards . We'll promote nominations in our newsletters.	September 2026
9.	Celebrate keen gardeners through our annual Gardening Competition . Judging will take place as part of the August Estate Inspections.	September 2026
10.	Establish new links with the Council's bin hub team to support tenants and residents in Arden to manage use of and issues associated with the new bin hubs	September 2026
11.	Establish the GO Arden Community Group to support tenant-led services and improvements. We'll help them develop an Arden Community Action Plan for the year ahead.	February 2027
12.	Continue quarterly meetings with the council , reporting key issues raised through surveys and inspections. We'll share outcomes in our quarterly newsletter.	Quarterly
13.	Paint 2nd gable-end mural by a local artist, with designs chosen by Arden tenants, to enhance the area's visual appeal and community pride.	October 2026
14.	Support Glasgow City Council Action Week and ensure that their work focuses on your priorities for improvements in the area.	August 2026
15.	Host an Estate Action Day which will focus on the priorities you tell us about from satisfaction surveys and feedback from our Neighbourhood & Environmental Strategy consultation	March 2027
16.	Install more timber planters to prevent unauthorised parking which is damaging the grassed areas. We will do this using community benefit funding from the contractor.	By December 2026
17.	Establish links with a bicycle recycling project run by Glasgow City Council to ensure abandoned bikes are not sent to landfill.	By December 2026
18.	Introduce a new junk club for kids during the October school holiday to encourage recycling and reuse in a fun way.	October 2026
19.	Continue to educate tenants on the responsible use of bin hubs and recycling facilities through regular newsletter articles, including information on how to use the bin hubs correctly and how to report any issues directly to Glasgow City Council.	Autumn Edition
20.	Review tenant feedback by street to prioritise services and engagement opportunities, and arrange targeted meetings in areas with lower satisfaction levels.	January 2027
21.	Create an easy-to-understand estate map and landscaping guide , showing which areas are maintained by Glen Oaks and Glasgow City Council and setting out the standards residents can expect from our landscaping service.	April 2027

We can only make improvements to Arden with your help! Get involved, report issues and be a responsible member of the community.

Helping You Access and Understand This Information

This document is available in a range of accessible formats, including large print, Braille, audio, and alternative languages. If you need this information in another format, or if you have any questions or comments about the content of this booklet, please speak to a member of staff who will be happy to help.

**Glen Oaks Housing Association Limited,
3 Kilmuir Drive, Arden, Glasgow, G46 8BW**

Contact: **Kathryn Quigley,**
Estate Coordinator

Telephone: **0141 620 2751**

Email: **estate@glenoaks.org.uk**

Web: **www.glenoaks.org.uk**

 Facebook: **@GlenOaksHousing**

Do you have feedback on the Arden Estate Action Plan?

If you are interested in finding out more about how you can improve your estate, help us to improve how we communicate estate issues or give your feedback on the Estate Action Plan for 2026, please complete the short survey. A link to the survey is attached to the SMS or email you received with this action plan but you can also complete it by visiting <https://cxfb.co.uk/cx/b59-wdb> or via the QR code.

